

Texas Health Trace Updates

for Local and Regional Users

This biweekly communication is intended to provide local and regional users of Texas Health Trace with useful information about recent and upcoming system enhancements and features.

Tuesday, May 4, 2021

Major Accomplishments

- Matching algorithm – To prevent duplicate records from being created in THT an update has been made to the matching algorithm. New records being imported into THT will now be matched existing records using an exact match on person first name, last name, date of birth and the first 3 digits of the mailing address zip code (previously required all 5 digits of zip code).
- Quarantine Instructions Email – The Message Center has been expanded to allow exposed contacts to receive quarantine instructions. The messages are accessible in the Message Center of THT's Self Service Portal (SSP).
 - Exposed contacts who have been interviewed and have a valid email on record with THT will receive an automated email prompting them to sign up for a THT SSP account to view their message(s).
 - Documentation of the emails will be tracked in THT through the Message Portal object on the exposed contact records.
 - *Please see "Lessons learned" below for note about reports.*
- Person History Object – The Person History object has been added to person records to allow users to view updates made to fields on the person record. The Person History object is a log that displays the changes to person fields, the user who made the update, and the date of the update.
- Reinfection Status Field – A new field was added to case records that allows Local Jurisdiction Epi Leads and Case Investigators to document if a case is a reinfection. If a user is not provisioned as one of these roles, the field will be read only.

Latest Resources and Trainings

- Contact Tracing FAQs
- Outbreak Tool Overview for Epi Leads

All training materials can be access by clicking on link ([Texas Health Trace Academy](#)). If you need your log-in details reset, please reach out to your RLHE Team Lead.

Lessons Learned

- THT SSP accounts require a person record in THT; therefore, the quarantine instructions sent to exposed contacts will create a person record in THT. **When reporting on person records please be aware there will be persons in THT that do not represent a case.**



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Open Issues

- To meet security requirements, THT will undergo a Jurisdictional Data Alignment update. Updates to the list view permissions and reports will be made to limit the availability of Out-of-Jurisdiction Personally Identifiable Information to jurisdictional users. The updates will deploy with Sprint 29, on May 28th, 2021. Additional communication with details of updated functionality and instructions on how to prepare will be provided by email to Jurisdictional Users.
- If the local or regional program is using reports which are person-based, there will be an increase in persons who are not associated with case investigations. Once the source type field is added to the person, this will assist with filtering out these persons from reports.
- Users have come across challenges when attempting to delete accounts according to the job aid provided in the Contact Trace Academy. The developer is testing additional permissions to be added to users as needed. Permission expected to be available at the end of Sprint 28 for identified users. Consult your THT Liaison for permissions requests.
- Users are experiencing difficulties manually shunting cases on occasion. There are multiple reasons the cases are not shunting as desired. THT Developers are working to make the manual shunting process easier, and the Contact Tracing Unit will reach out to users to address any training related issues related to manual shunting. Development solutions are on schedule to deploy at the end of Sprint 28. Training efforts will be conducted on an as needed basis.
- THT has used the question "Did you have close contact with someone with COVID or suspected in the past 2 weeks?" = yes, evidence of epi-linkage to support a probable case classification; however, an update has been requested to only use exposed contacts that have converted to cases as evidence of epi-linkage. Developers will evaluate the best path for identifying Epi-linked cases to support the probable case classification.

Plans for Next Sprint Cycle

- Script updates – a new flow for cases with only antibody or negative lab evidence that does not initiate a case interview; test updates to instructions for when to call 911, health equity language; and directing people to contact providers for isolation/quarantine release letters.
- Address errors with Manual Shunting process.
- Allow ELR records to make updates to person information.
- Create a permission set to allow users to delete Account records and give the permission set to a select subset of users in the Local Jurisdiction Epi Lead role.

